

A study on Pursuit of Artificial Intelligence in Human Resource Management: A Narrative view

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Abstract. This study harnesses the power of narrative to explore how artificial intelligence (AI) transforms Human Resource Management (HRM). The findings illustrate the broad changes that are taking place in key HR activities like recruitment, performance management processes, employee engagement and learning & development as organizations adopt more AI powered tools to enable workforce outcomes. Synthesising current insights and case studies, the paper identifies AI use-cases that help improve processes while supporting data-driven decision-making. But it tackles moral questions too — biases in algorithms, privacy issues around handling data and the iffy territory of how workers might take to using A.I. The methodology makes use of a secondary data analysis, employing thematic analysis to investigate the consequences that AI can mean for HRM. The results bring home the vast possibilities and difficulties associated with utilizing AI, underscoring why HR workers must quickly come to grips with rapid change in tech. Conclusion This study facilitates important contributions to the current debate on AI and future work, providing a comprehensive narrative perspective on what it means for HR professionals and organizations.

Keywords. Artificial Intelligence, Human Resource Management, AI Applications, Recruitment, Performance Management, Employee Engagement.

1 Introduction

Use The evolution of artificial intelligence (AI) is revolutionizing different sectors, one being Human Resource Management (HRM), and has such become generation defining. Organizations have been implementing AI technologies more and more in recent years to help them operate their workforce with enhanced efficiency and effectiveness. Based on the result of this narrative study, we extracted four mythical dimensions through which companies are pursuing AI in HRM and transforming traditional functions while influencing more evidenced-based decision-making including workplace dynamism. The importance of Artificial Intelligence (AI) has been growing and have a notable impact in all industries like Healthcare, Engineering, Agriculture & Tourism etc. Historically, HRM has been known to be manual and analogue processes causing imperfection in recruitment performance evaluation employee engagement for increased inefficiencies bias [1] The rise of AI enables new ways to automate all this, avoid mistakes and provide data driven solutions. The AIM-tools in recruiting are specially designed tools, for example AI-driven chatbots help with the candidate interaction [2], and predictive analytics hunt for potential employee to go losses. The HR practices with which such applications can revolutionize are in perfect contrast to

age-old and outdated processes for perfectly being efficient & effective. We tell the story of AI in HRM through this research paper, giving a complete narrative view that captures both glimmer and gloom accompanying our march into an era of technology unbound by human capabilities. Reviewing published work and including case study we hope to demonstrate AI could bring significant transformation meanwhile discussing about ethical concerns balancing the implementation. [3] The employment of these latest technology changes the way work is produced, workers are associated and workplace procedures. It also changes how business is performed locally and internationally. [4] A notable trend in the digital disruption of industries is the use of artificial intelligence (AI) into decision-making procedures to secure the prosperity and expansion of businesses. [5] To attain optimal company performance, organizations must modernize their organizational functioning and enhance the skill sets of their human resources. [6] Many businesses recognize that AI can streamline HR processes, freeing up valuable time and resources. This allows HR teams to focus on strategic initiatives that can boost the organization's overall productivity. [7] AI solutions greatly enhance HR operations by delivering data-driven insights and automating repetitive chores. As a result, HR teams can focus on strategic initiatives that drive business results and build employee

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engagement. [8] Most organizations are struggling to leverage AI technologies for HR and People Management, recognizing “ethics and compliance” in people analytics while building an employee tiled workplace. [9] In Short this study effort to explore the current landscape of AI and it is significance on work design which leads towards future HR works that will influence organizations are trying to seen For.

2 Narrative Review

Over the past few years, organizational adoption of Artificial Intelligence (AI) has been on a roll quite literally and more so when it comes to integrating AI into Human Resource Management (HRM). The goal of this literature review is to map the current state-of-the-art in research investigating the effects AI technologies are having on traditional HRM practices (employing recruitment, performance management and employee engagement) relevant ethical concerns. The review attempts to present an elaborate analysis of the existing literature around AI, and high-level technologies focused on HRM which also have global relevance for managing Human Resource. AI is finding broader applications in HR thanks to its latent power to create wins for customers, employees and the organization [10] [11]. AI's potential to deliver benefits to customers, employees, and the organization itself is driving its rapid adoption in HR. [11]. The recruitment process has been one of the most significantly affected areas by AI technologies. [12]. One of the research studies highlights that AI-driven tools can automate resume screening, thereby reducing the time and effort required to identify suitable candidates. [2] Skim chatbots as well to show how they can enhance candidate experience and rehash AI efforts. However, many are concerned that algorithmic bias could inadvertently perpetuate the racial biases of a far less enlightened past in previous hiring data. [3]. At the same time, AI technologies are transforming performance management by offering data-driven insights for continuous monitoring and feedback. And the aforementioned study by Levenson et al also noted that predictive analytics could have been used in real-time to spot high performers and potential issues, preparing HR practitioners ahead of time. [13]. The move from those age-old annual reviews to real-time performance assessments is a big leap in how organizations manage and evaluate the efficiency of its employees. [14]. Employee engagement is incredibly important for an organization to succeed, and with AI tools help in analysing the sentiment of employees and how engaged they are. HR departments can use AI to process responses from surveys and social media feedback, measuring employee morale in the organisation so that they may take corrective action as necessary. [15]. Having a chance to learn if there is an indication of turnover risk, predictive analytics can preset the specific employee retention strategies suited for each individual. [16]. The employee experience has emerged as a major area of focus for organizations looking to improve engagement and retention. AI can spot trends in employee feedback that HR might not

otherwise notice, enabling intervention before things spiral out of control. [17]. The use of AI technologies to personalize training experience is significantly improving learning and development. AI-backed adaptive learning platforms can identify skill gaps on an individual basis, and suggest customized training programs. [18]. The ability to have a personalized approach not only results in better employee outcomes but, with the ability to link this training back into organizational goals means that it supports continuous learning right from day one. Ethics and Challenges of AI in HRM Despite the wide range of advantages that work as huge benefits from employing artificial intelligence to perform human resources tasks, it has also brought several moral considerations on specific rights and issues which need immediate notice. Binns talks on how the use of AI algorithms can be biased and unfair to potential candidates or employees. It is a matter of fact that privacy issues and AI processes transparency are core concerns which every organization eventually faces. As AI is evolving this trend,) it will be necessary to design Ethical issues and Governance frameworks responsible AI usage in HRM. [19]. The impact of AI on employee well-being is a relatively unexplored domain. AI Programs can track employee health and well-being through wearables and wellness apps to gain information like stress levels, overall job satisfaction [20].

2.1 Research Gap

While the implementation of Artificial Intelligence (AI) in Human Resource Management (HRM) is on a rise, there are still large cabins existing in comprehending the multifaceted ripples AI could generate within HR practices from narrative standpoint. Although there is a wealth of literature examining the quantitative evaluation techniques measuring capabilities and effectiveness of AI technologies used for HR tasks, few have presented qualitative studies focusing on how individuals in both lines experience AI systems style.

3 Objectives

- . To Identify and analyse the key AI applications and technologies being adopted in HRM functions.
- . To Explore the challenges and opportunities associated with AI implementation in HRM, including ethical considerations, data privacy, and workforce implications.

4 Research Methodology

The methodology for this research will focus on a Secondary Data Analysis For this purpose, we will carry out descriptive research methods focusing on secondary data collected from literature review, case studies, industry reports and other relevant documents to probe the effect of artificial intelligence (AI) on Human Resource Management (HRM) policies. A systematic literature review is performed to collect peer-reviewed academic articles, books and conference papers that

discuss using AI in HRM from sources such as Google Scholar, Scopus. Thematic analysis of the secondary data collected on how AI affects HRM (recruitment, performance management/participation, and ethical issues) The results will be used to synthesise a coherent narrative that highlights the transformative impact AI has had on HRM practices. Ethical considerations will be focused on proper citing and following copyright laws, to make sure that every source is correctly referenced. The study notes that it has limitations, including potential so-called publication bias for mortality studies and differences in data quality across sources. In conclusion, this approach seeks to offer an exhaustive storyline regarding the meaning and use of AI in HRM which sheds new light on academic discussions about a future topic.

5 Artificial Intelligence in Human Resource Management



Fig. 1. Artificial Intelligence in Human Resource Management.

Artificial Intelligence means to stimulate the human intelligence process by machines especially computer system. Building processes such as learning, reasoning and self-correction. In most recent AI has actually happened as disruptive modern technology in different industry verticals like Banking, Health and particularly for HR managers. AI is changing the game in how bodies are being bonkers by enabling organisations to go beyond big data and mundane automation. Automated tools are powered by AI that assist in culling the number of job applicants and matching them to specifications recited from a written description for an available position. Algorithms can evaluate the skills and qualifications of candidates, which could greatly decrease pre-screening. Artificial intelligence can process historical employee data to identify trends in workplace productivity, as well as opportunities for improvement. This is a data driven process that allows for much more objective evaluation of performance and serves as the foundation for personal development plans. Similarly, AI chatbots and virtual assistants are getting more popular for better employee engagement as they automate query responses in real-time from employees or help them during the onboarding process while being able to collect feedback using sentiment analysis. By leveraging AI toward personally training employees

more efficiently in the ways they need and at their own pace, organizations can maximize talent development while closing critical skill gaps.

5.1 Anticipated outcomes of artificial intelligence in HRM

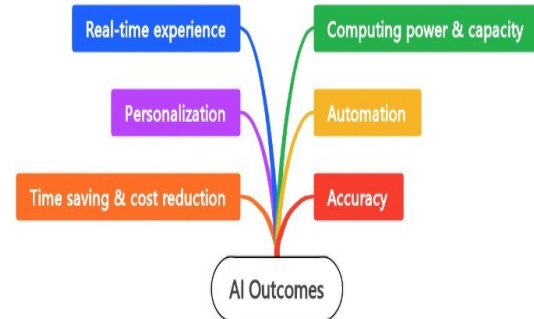


Fig. 2. Anticipated outcomes of artificial intelligence in HRM

Enhanced Efficiencies: Automation of mundane tasks means HR employees can work on higher-order items such as talent development and fostering organizational culture.

Smarter Decision-Making: With the data analytics capabilities of AI, HR-leaders will be able to make informed decisions using real-time data rather than relying on gut feeling.

Cost Savings: Automation of a majority of the administrative tasks will help you slash overheads significantly, and make organization resource allocation even more effective.

Better Employee Experience: AI tools improve employee experience by offering real-time support and personalize learning to make a more engaged workforce.

5.2 Challenges

Organizations should routinely monitor training data for bias and check that datasets capture the entire workforce, while using explainable AI to make sense of decision-making. Improving transparency and explainability in AI means building algorithms that can justify their reasoning, infusing human review into the decision process as well as setting forth ethical guidelines for deployment of AIs. To build HR's AI skillset, organizations should invest in human-centric data analytics training for their HR workforce collaborate on an ongoing basis with external or internal teams of computer scientists specializing in AI leverage the IT department as a strategic partner. This means executing strong data security, building privacy by design into AI systems and complying with its various other numerous drones of raising the data residency. Organizations can optimize AI for cost, and investment sensitivities by performing comprehensive ROI analyses prior to implementation; phasing in use cases from low-risk, high-impact applications; taking advantage of cloud-based solutions for scalability on a price-to-capacity optimized basis. In conclusion, to advance human-AI collaboration in HR we need a focus on augmented intelligence, role clarity for humans and

AI within the HR process and supporting employees with education about what is possible with AI as well as why it happens. In order to overcome the difficulties with AI in HRM, companies must establish guidelines regarding what is and isn't an acceptable course of action for their systems, conditions that need monitoring on a constant basis as it pertains performance of AI system or bias protection against policies enforcement etc, ways to manage change effectively and break resistance, build collaboration between HR, IT and other functions internally; establish partnerships with expert's vendors in AI.

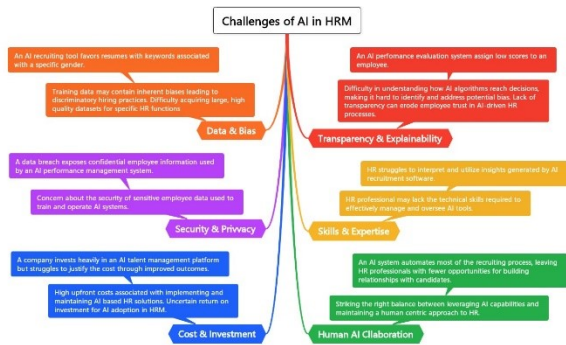


Fig. 3. Challenges of AI in HRM

6 Discussion

The implementation of Artificial Intelligence (AI) to Human Resource Management (HRM) is definitely in itself a game changer for organizational functions. Our survey highlights a few of the largest AI use cases that have already been integrated within HR, from recruitment and performance management to employee engagement and talent development. Technologies such as chatbots for qualifying candidates in the first phase, predictive analytics in order to retain workforce and machine learning algorithms are some of them. While these help in streamlining HR processes, they have transformed decision-making by providing data-driven insights. Still, the use of AI in HRM is a double-edged sword. Ethical concerns also weigh heavily here, especially with regards to the reported bias in AI algorithms. It can even go on to enforce these hiring and promotion practices full circle by embedding the algorithmic bias, deepening existing patterns through utilizing AI as a biased tool. Data privacy: As HR departments are often tasked with managing sensitive employee information data privacy is still a major issue. Handling the tug-of-war of opportunity and regulatory restraint. Above all, organizations need to find that perfect balance — the right way of using their data so they can tap into AI applications keeping within both GDPR. This is a scaling issue with Indian startups The talent shortage in artificial intelligence isn't just straining large companies like Google and Facebook. The potential workforce impacts of AI are immense. It might be eerily efficient in terms of HR functionality as it can help to keep the Human busy, yet many people do fear that this will result in job losses and an dehumanization of human resources. These affected employees can become intimidated by this AI

introduction and they may just rebel it or be readily upset minds in the office. Jointly, organizations need to communicate as openly and honestly with their people; they should be involved in the conversation when employee's express concerns at an earlier stage of development letting them know it is about augmentation not replacement jobs. But with all those challenges AI still provides HRM with plenty of opportunities. Help HR professionals focus on strategic initiatives for organizational growth by automating routine tasks. AI can enable personalized employee experiences to increase engagement and satisfaction. Companies that are able to overcome the challenges of AI implementation stand a chance at emerging as pacesetters in this increasingly complex HR environment. Human capital management strategy, rooted in human-centric learning and development practices may serve to inspire employees to gravitate towards new technology opportunities as well as organizational change more rapidly [21].

7 Future Directions of AI in HRM

In the future, AI will become an increasingly important role in HRM as new technologies such as machine learning and natural language processing evolve to apply to workforce management. [22]The failed war for talent: even before AI caught on explosively in companies there was a need to move from an agriculture-based HR education and training approach but introducing technological competencies will drive the point much further. The role of AI in HRM: It is Becoming More Extensive (Opinion Paper) Ulrich, 2015 With industrialization in technology, organizations would soon start utilising AI that involves Machine Learning and Natural Language Processing to level up the functioning of HR. Future research should be directed at developing principles for the ethical use of AI in HRM, on topic models and biases as well as on transparency concerning decision-making. In these tasks as well, uncovering the conjunction of AI and employee welfare is critical to maintain equilibrium while integrating technology.

8 Conclusion

Today, in the age of AI, this is changing and fast. AI application has become a new trend in HRM practices, organizations use AI technologies to advance their all-business unit across different activities such as; they improve operational performance and improved value creation. The literature also suggests that AI technologies are reshaping HRM practices in different ways recruitment, performance management employee experience and well-being. The logistics of introducing the associated innovations present their own challenges, and while the reward could be just as substantial for many enterprises. This is in addition to ethical considerations that processing personal data may raise, and worse still engines such make require a firmly rooted market tradition if they are ins till confidence. In this article, we have sought to further the understanding

of AI in HRM by collating these perspectives and providing a story line about where things stand in the field at present as well as going forth.

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